State Of Montana

Governor's Office

Biennial Report

FOR FY2010

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INFORMATION TECHNOLOGY SERVICES DIVISION

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TABLE OF CONTENTS

EXECUTIVE SUMMARY

Windows Sharepoint Services (ITO 1-1) were evaluated and determined not to provide desired functionality.

The Governor's Office continues to utilize its constituent contact tracking application (ITO 2-1) as deployed and currently has no plans for further development or enhancements.

The Governor's Office has developed in-house applications to expedite and enhance the budget preparation process (ITO 3-1). This is an on-going effort.

The Montana Means Business web portal (ITO 4-1) is fully deployed and functional. Hosting for the application has been transferred to the third-party developer.

Ownership/administration of the BEAR (IT0 4-2) project has been transferred to DOC and DLI.

Utilization of the Softshare CATS (ITO 4-3) system has been cancelled.

The Governor's Office had no IT Initiatives in its 2008 IT Plan.

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Complete this section by copy and pasting the Goals and Supporting Objective/Actions listed in section 4.1 of your agency's 2008 plan. After each supporting objective, insert the two additional questions for accomplishments and status. Answer these two questions.

1.1 Goals

Goal Number 1: (taken from 2008 plan and 2009 update)

ITG 1   Leverage available technology to assist with management of the Office of the Governor.

Description: Research, acquire, and utilize available IT technology (both hardware and software) to assist with all aspects of managing the Office of the Governor.

Benefits: Increase management efficiency.

Does this goal support the State IT Strategic Plan? If so, how? Manage and use IT resources efficiently. Also supports State IT Strategic Plan goal #2 – Develop IT resources in an organized, deliberative and cost-effective manner; supports State IT Strategic Plan goal #5 – Improve government services.

Supporting Objective/Action

ITO 1-1   Develop vehicle for collaboration and to increase efficiency – Windows Sharepoint Services.

Describe the business requirements or business problem driving this objective: Improve agency business processes to increase efficiencies.

Describe the benefits to be derived from the successful completion of this objective: A document distribution portal for both GOV and non-GOV SummitNet users. A collaboration environment for GOV and OBPP projects. A forms library for all agency users.

Describe the anticipated risks associated with this objective: Research and testing indicate minimal downside (risk) to implementing Widows Sharepoint Services, additional fiscal expenditure being the most significant.

Describe how this objective supports the agency IT goal: Acquire and develop new technology to streamline processes and increase efficiency of the agencies business functions.

What is the timeframe for completion of this objective: Initial deployment of features by 9/30/2008. Development to continue indefinitely driven by agency needs.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: Transfer of current workflow processes, document collaboration methods and forms handling processes to Windows Sharepoint Services environment.

Accomplishments: GOV evaluated WSS for a period of time (~six months) and determined it was not a good fit for the requirements.

Status: Cancelled

Goal Number 2: (taken from 2008 plan and 2009 update)

ITG 2   Manage constituent contacts to the office of the Governor in a timely and efficient manner.

Description: Provide a portal for constituent contact to the office of the Governor, a method to distribute constituent contacts to other state agencies as appropriate and a database to maintain records of all constituent contacts, referrals and responses.

Benefits: What benefits are realized and who realizes the benefits? Provides constituents a means of direct contact to the office of the Governor. Provides GOV staff a means to efficiently manage constituent contacts. Provides state agencies a means of responding to constituent contacts forwarded by GOV.

Does this goal support the State IT Strategic Plan? If so, how? Strives to meet customer expectations for reliable and timely delivery of quality services and information. Also supports State IT Strategic Plan goal #5 – Improve Government Services

Supporting Objective/Action

ITO 2-1   Constituent contact tracking software application – ConTrack.

Describe the business requirements or business problem driving this objective: Receive and respond to constituent contacts to the office of the Governor. Maintain database of constituent contacts.

Describe the benefits to be derived from the successful completion of this objective: Functional web portals for constituents to contact office of the Governor and for agencies to receive and respond to these contacts as referred by GOV. Database to maintain record of constituent contacts.

Describe the anticipated risks associated with this objective: Maintenance and development of various application parts will occupy a significant portion of GOV IT FTE's.

Describe how this objective supports the agency IT goal: ConTrack is the vehicle utilized by GOV to manage constituent contacts.

What is the timeframe for completion of this objective: Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: All web applications deployed and functional.

Accomplishments: application remains in production

Status: 100% complete; on-going effort

Goal Number 3: Ongoing Effective Budget Preparation

ITG 3   Ongoing effective budget preparation.

Description: Improve service and product delivery to state agencies.

Benefits: What benefits are realized and who realizes the benefits? Streamline processes for budget development, monitoring and oversight.

Does this goal support the State IT Strategic Plan? If so, how? Manage and use IT resources efficiently. Also supports State IT Strategic Plan goal #5 – Improve Government Services.

Supporting Objective/Action

ITO 3-1   Streamline budget change document processing.

Describe the business requirements or business problem driving this objective: Review our processes and forms for BCDs and update, revise, or replace as necessary.

Describe the benefits to be derived from the successful completion of this objective: Provides state agencies and OBPP with an efficient system to document budget changes and revisions and maintain compliance with state statutes.

Describe the anticipated risks associated with this objective: Significant development time required from limited GOV IT staff.

Describe how this objective supports the agency IT goal: Process improvements will increase efficiency of budget preparation.

What is the timeframe for completion of this objective: Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

Accomplishments: in-house development of applications for fiscal note preparation and analysis.

Status: on-going effort

Goal Number 4:

ITG 4   Utilize IT resources to make it easier for local entities such as local Economic Development organizations, individuals, or companies to expand a business, relocate a business, or start a business in Montana.

Description: Use available technology to enable to office to take a proactive role to ensure that Montana has the flexibility and resources to be an effective competitor in the changing global marketplace.

Benefits: Economic development and business and jobs growth in the state.

Does this goal support the State IT Strategic Plan? If so, how? Promote and use information technology to enable customers to prosper in the global economy. Also supports State IT Strategic Plan goal #1 – Create quality jobs and a favorable business climate.

Supporting Objective/Action

ITO 4-1   Montana Means Business web portal: A fully functional, customized geospatial web application (internet browser based) for the search, discovery, and delivery of relevant information (marketing, demographic, property) necessary to improve Montana-centric business decisions for multiple end users. It will provide a set of functional tools (graphic user interface) for the query of integrated geospatial web services to provide relevant location intelligence necessary to promote economic development

activity in the State of Montana. Montana Means Business will be based upon a geospatial Service Oriented Architecture (SOA) and leverage web service functionality to provide relevant location-based intelligence to the end user.

Describe the business requirements or business problem driving this objective: Creation of jobs in Montana.

Describe the benefits to be derived from the successful completion of this objective: Creation of jobs in Montana.

Describe the anticipated risks associated with this objective:

Describe how this objective supports the agency IT goal: IT resource to allow business growth in Montana.

What is the timeframe for completion of this objective:

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: Having the web portal fully functional to the public.

Accomplishments: developed by third-party contractor and deployed to state hosted web servers 2008. 100%

Status: application hosting environment moved to third-party contractor; no longer hosted in-house on state owned equipment. Domain (montanameansbusiness.com) ownership remains with GOED; GOED has contracted with third-party for application development and hosting.

Supporting Objective/Action

ITO 4-2 BEAR – Statewide Business Expansion and Retention - Provision of Executive Pulse software and software maintenance for the state, all counties, and local economic development organizations. This software allows users to conduct expansion and retention surveys of all business sectors and immediately determine red-flag issues and problems that impede or assist economic development in a specific locale.

Describe the business requirements or business problem driving this objective: Creation of Jobs in Montana.

Describe the benefits to be derived from the successful completion of this objective: Provides economic development tools to a wide range of customers in the public sector.

Describe the anticipated risks associated with this objective:

Describe how this objective supports the agency IT goal: Create quality jobs and a favorable business climate.

What is the timeframe for completion of this objective:

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: Software Installed and utilized by necessary parties.

Accomplishments: 100%

Status: Ownership of the BEAR project has been transferred to DOC & DLI. GOED no longer has program responsibility other than assisting with funding of database.

Supporting Objective/Action

ITO 4-3 Softshare 'CATS – Client Activity Tracking System: an internet based client/project management system specifically designed for economic development centers.

Describe the business requirements or business problem driving this objective: Creation of Jobs in Montana.

Describe the benefits to be derived from the successful completion of this objective: Provides client

tracking and reporting tools to the Governor's Office of Economic Development staff.

Describe the anticipated risks associated with this objective:

Describe how this objective supports the agency IT goal: Create quality jobs and a favorable business climate.

What is the timeframe for completion of this objective: In use by Office of Economic Development staff by April 30, 2008.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: Software Installed and utilized by necessary parties.

Accomplishments:

Status: Cancelled

SECTION 2: IT INITIATIVES STATUS UPDATE

Complete this section by copy and pasting the IT Initiatives listed in section 7.1 of your agency's 2008 plan. After each initiative, insert the two additional questions for status and funding. Answer these two questions.

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2008 IT plan.